



FlipCHART



Connecting the CHART Member Community ~ in print

Orlando Conference

November 2010

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Dreams Come True in Orlando

The 81st CHART conference promises to be a magical personal and professional development experience!

February 5-8, 2011, we'll descend onto Orlando, Florida, a location known for its second-to-none customer service, world-class training practices and ability to create lifelong memories. A place where magic is commonplace and bursts onto the scene every day!

Our host hotel, the Hilton, located in Walt Disney World Resort, is the perfect venue to "Capture the Magic," which has been announced as the conference theme. Through four, yes count them, four keynote speakers and numerous sharing sessions, you will focus on solving and improving your most pressing people and performance issues. There will also be lots of time for networking through fun social events and team-building activities.

"The Orlando conference brand mark communicates the essence of the conference; the excitement of both the value of the educational content and the great location," said Gary Rottman of Rottman Creative Group, a visual communications firm newly hired by CHART in 2010 to develop the graphic design for CHART's online and printed marketing materials.

"The open box has a double meaning of capturing the magic and out-of-the-box thinking. The subhead text pops to showcase what CHART is all about. The stars signify magic and potential. And finally, the colors are bright, engaging and positive to represent the energy of CHART and its members," Gary further explained.

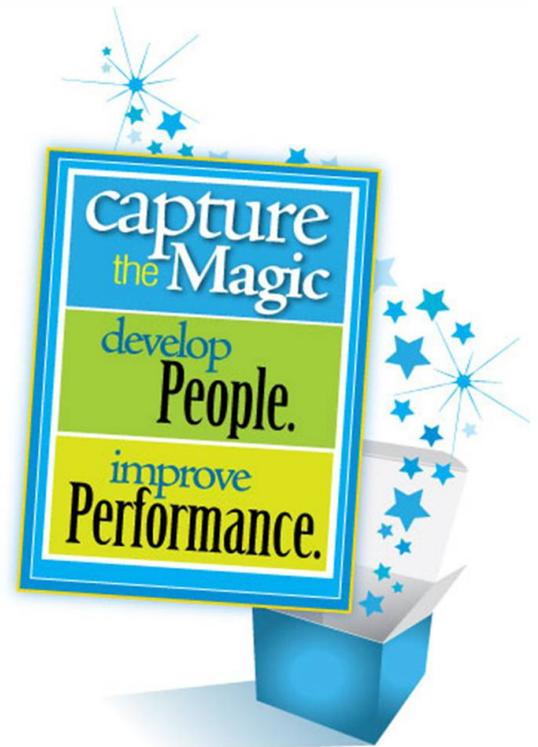
We hope the message speaks to you and that you will join us in Orlando. **Register today to capture the magic!**

Gather's Closing Keynote: "DASH - What's Next?"



Orlando will include awesome speakers from the beginning to our final closing keynote speaker, Tom Gathers. His powerful and thought-provoking presentation on how to develop a strategy will enable you to re-create yourself both professionally and personally.

Read more about Tom and his session on page 2 ...



Upcoming Dates

November 11

RTF - NYC, NY
lrolek@clearcin.com

January 13, 2011

Room block expires
Hilton at Walt Disney
World Resort

February 4, 2011

Orlando Regional
Training Summit RTF
Lake Buena Vista, FL
blatimer@sonnysbbq.com

February 5-8, 2011

Conference #81
Lake Buena Vista, FL
www.chart.org

Orlando Conference

“DASH - What’s Next?” *Continued from page 1*

All too often, we are the builders of the roadblocks that are in our way. This session will help you recognize the roadblocks and show you the steps to take to knock them down! A dynamic and entertaining speaker, Tom is recognized for his ability to have a lasting impact on his audience. His focus on strategy, leadership, and change energizes audience members with fresh ideas to improve them.

Tom is senior vice president of human resources for LongHorn Steakhouse, a division of Darden Restaurants, Inc., where he is responsible for staffing, training and development, employee relations, and compensation and benefits. He has been a featured speaker at numerous universities and national and international restaurant shows, is a past president of CHART, and active in various HR and Training related agencies.

You won't want to miss the magic of creating a vision and making a commitment to mastery.

The Past, The Present, The Future –
 What does your flag say about you?
 Find out at Tom’s session!



Register online at www.chart.org

Orlando Conference Team

Wishes and Dreams

Tying in with our theme, the conference team was asked, “When you wish upon a star, what do you dream of?”



Conference Director
Jeff Drozdowski, Little Caesars

“To win a trip to Disneyworld for 6”



Communications Director
Lisa Oyler, Loews Ventana Canyon Resort

“World Peace”



Hospitality Director
Dan Wooldridge, White Castle

“When sitting at the big table, training speaks before marketing!”

PRESIDENTalks Mike Amos



Bacon and Eggs

South of Australia on the island of Tasmania you will find ‘Eggs & Bacon Bay’ & ‘Eggs & Bacon Beach’. The locals there are so enamored with this breakfast meal that they even have flowers there known as ‘Eggs & Bacon’ flowers. Without traveling that far down under, you can find bacon & eggs amongst the leaders within our membership.



While introducing our board candidates at CHART NOLA, I mentioned that the difference between involvement & commitment can best be compared to the traditional breakfast meal of bacon & eggs...as the chicken that produces the eggs is involved but the pig that produces the bacon is definitely committed!

Involvement - the act of sharing in the activities of a group.
Commitment – pledge to do something in the future; to put in charge, trust, or safekeeping.

Your CHART Board is a talented group of volunteer extraordinaires who are not only involved, but definitely committed to serve.

We now have an incredible conference team for Orlando in place. Conference Director **Jeff Drozdowski**, Little Caesars, has put together a great group of volunteer leaders who along with your board, are committed to serving you at Conference #81 in Orlando!

So join me for a bacon & eggs breakfast anytime at Perkins and let’s celebrate these involved & committed volunteers.

Remainder of star team profiled in December issue!



Registration Director
Mark Williams, Coakley Williams Hotel Mngmt

“I dream of more people letting their conscious be their guide”



Activities Co-Director
Barbara Latimer, Sonny's Pit BBQ

“I dream of singing like a rock star”



Activities Co-Director
Chad Klocke, Pizza Ranch

“I dream of always making a positive impact on the people in my life”

Regional Training Forums

Orlando Learning

Upcoming schedule for ALL RTF's online at: http://chart.org/?x=events_schedule



Photo and recap submitted by **Barbara Latimer**, Sonnys BBQ

Orlando's Regional Training Forum, held September 24, 2010, featured guest speakers **Jim Knight**, Hard Rock Café, and **Mark Lambertson**, LearnSomething. Jim gave a very compelling presentation on "Philanthropy that Rocks" and why philanthropic efforts are necessary to maintain a strong company culture. We experienced best practices, practical ideas, and innovative ways to give back to any community. Mark shared his knowledge and provided basic concepts, best practices, and other information to help decide whether or not to use Learning Management Systems (LMS). So if you are considering acquiring a LMS for your company, you can reach him at www.learnsomething.com.

The Training Summit was attended by 42 attendees from 22 different hotel and restaurant companies at Universal Orlando, who hosted this event.

Dining out in Atlanta

Several Atlanta CHART members met recently for a Regional Training Forum breakfast to support Share Our Strength's No Kid Hungry campaign. Members were joined by Sheila Bennet, Director of The Great American Dine Out. We had a great time networking, sharing, learning and caring and had a delicious breakfast at the Corner Bakery.

L to R, Carol Sinclair, Fouad Jomaa, Sherri Rutolo, Wesley Lee, Sandra Lee, Laura DeBlois, Richard Fletcher, and Akosua Nyannor.



Photo and recap submitted by **Richard Fletcher**, Zaxby's

Southern California Paradise



Photo and recap submitted by **Debbie Martinez**, Lucille's BBQ

"We just finished our RTF here in Southern California and it was probably the best one I've ever been to."

John Isbell, Improv Comedy

Just another day in paradise! On September 22, more than 25 CHART members gathered together at Roy's in Newport Beach to spend a day of learning and networking.

Janet Hoffmann travelled all the way from New York City to reprise her Social Media breakout session from the New Orleans CHART conference. Her eye-opening session was extremely informative. **Trey Menz**, Islands, followed with a great seminar on how their company has leveraged technology to practically eliminate paper manuals from their hourly training programs. **Leiala Whattoff**, Roy's, ended our day with a fun, interactive presentation on wine which included a tasting. Roy's also provided a delicious lunch that earned rave reviews from all!

Thank you to everyone who attended the RTF!

Double Learning in Florida

We're making it convenient for you to attend the next Training Summit; same hotel as our conference and just the day prior. Join us on Friday, February 4 at the Hilton at Walt Disney World Resort.

Any questions, please contact Barbara Latimer, blatimer@sonnysbbq.com



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Back issues: visit www.chart.org

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 CHART Sr. Director of Marketing

Cash Referrals Earn \$40 for each CHART member referred!

Industry News

Dine America Silver Tsunami



Moderator and QSR Magazine Editor, Blair Chancey, along with panel participants; Barry Flink, Flex, Brent Alvord, Lenny's Subs, and Mike Amos, Perkins & Marie Callender's

"You're Never To Old to Serve" quoted Mike Amos from an article on food service operations hiring Baby Boomers from the pool of people that will generate one out of every three employees in the workplace by the year 2012. This "Silver Tsunami" was the timely subject of a panel at QSR's DineAmerica recently held in Atlanta. Other CHART members attending the boutique conference were Richard Fletcher, George Green, Yolanda Lara, Akousa Nyannor and T.J. Schier.

CHART News

New Partner

CHART is pleased to announce and welcome Sealed Air, our newest partner.

Sealed Air
VISION ENABLED TRAINING
 POWERED BY VTID™

www.visionenabledtraining.com

Feedback Pays

Congratulations to CHART member **Christine Davlin, Lee**



County Visitor & Convention Bureau, who won a \$200 gift card for completing the NOLA conference survey!